

Easterling, Deborah

From: Bockman, Jr., Robert
Sent: Friday, January 18, 2019 2:06 PM
To: Easterling, Deborah; Duke, Daphne
Subject: FW: SC Quality of Service
Attachments: SC 2018 Q4 QoS - Velocity.pdf

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From: Matt Dean [mailto:mdean@telecompliance.net]
Sent: Friday, January 18, 2019 1:13 PM
To: PSC_CLECreport <CLECreport@psc.sc.gov>
Cc: McDaniel, James jmcddanie@regstaff.sc.gov
Subject: SC Quality of Service

I have attached the 4th quarter 2018 Quality of Service filing of Velocity The Greatest Phone Company Ever, Inc.

Please let me know if you need any additional information.

Thank you,

Matt W. Dean
Director of Regulatory Compliance
Telecom Professionals, Inc.
P.O. Box 720128
Oklahoma City, OK 73172-0128

Physical Address:
12316 Hidden Forest Boulevard
Oklahoma City, OK 73142

☎ Office: 405-755-8177 New Extension 2103
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Professionals, Inc.

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Judith A. Riley, J.D.

12316 Hidden Forest Blvd.
Oklahoma City, Ok 73142

January 18, 2019

VIA Email to CLECreport@psc.sc.gov

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125
CLECreport@psc.sc.gov

RE: Service Quality Report – 4th Quarter 2018 (ending December 31, 2018)

Dear Commission, with copy to Office of Regulatory Staff,

This filing contains the 4th quarter 2018 SCPSC Quarterly Service Quality Report for Velocity The Greatest Phone Company Ever, Inc. If you need any additional information, please contact me at (405) 755-8177 ext. 2103, or by email at mdean@telecompliance.net.

Sincerely,

/s/ Matt W. Dean

Matt W. Dean
Regulatory Agent

Cc: Jim McDaniel; Office of Regulatory Staff; jmcdanie@regstaff.sc.gov

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS
 4th Quarter Results
 Oct, Nov, Dec 2018

COMPANY NAME VELOCITY THE GREATEST PHONE COMPANY EVER, INC.

QUARTER/YEAR 4th Quarter / 2018

Month:	<u>October</u>	<u>November</u>	<u>December</u>
Number of customer Access Lines	<u>137</u>	<u>138</u>	<u>138</u>
Trouble Report / Access Line (%)	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
Customer Out of Service Clearing Times (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
New Installs Completed within 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations _____

Person Making Report / Contact Information Mike Steedman, compliance@velocity.org
